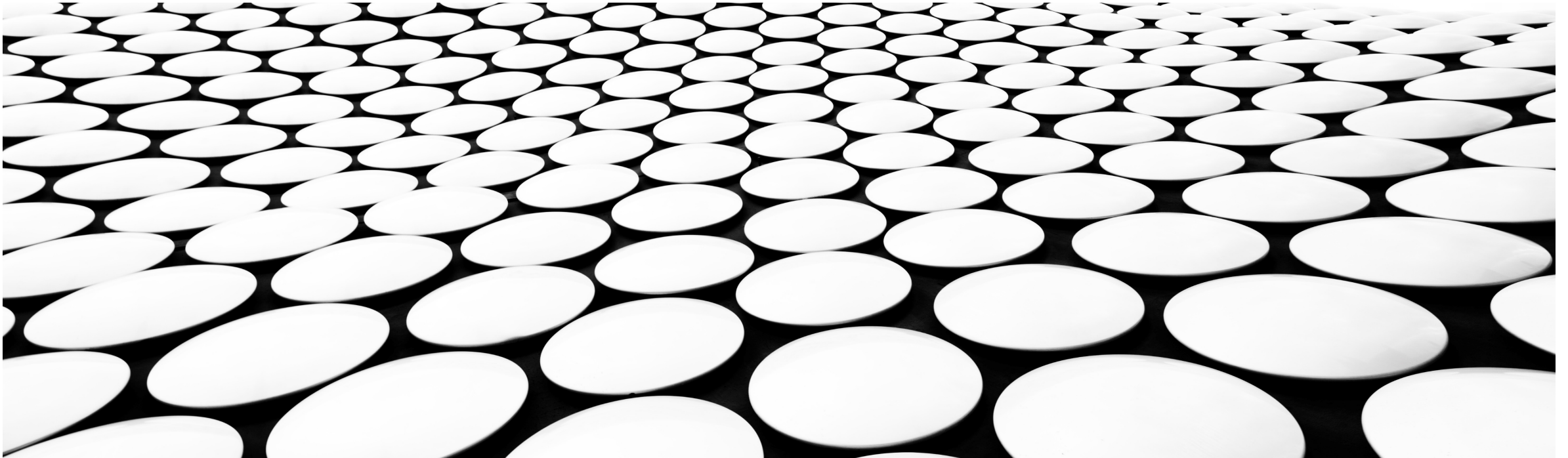


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**“TECHNOLOGY, TOOLS, AND TIME: IMPLEMENTING THE *SAA/ACRL-RBMS*  
*STANDARDIZED MEASURES AND METRICS FOR PUBLIC SERVICES IN ARCHIVAL*  
*REPOSITORIES AND SPECIAL COLLECTIONS LIBRARIES* AT GEORGIA TECH”**

ALISON REYNOLDS, RESEARCH SERVICES AND INSTRUCTION ARCHIVIST, GEORGIA INSTITUTE OF TECHNOLOGY

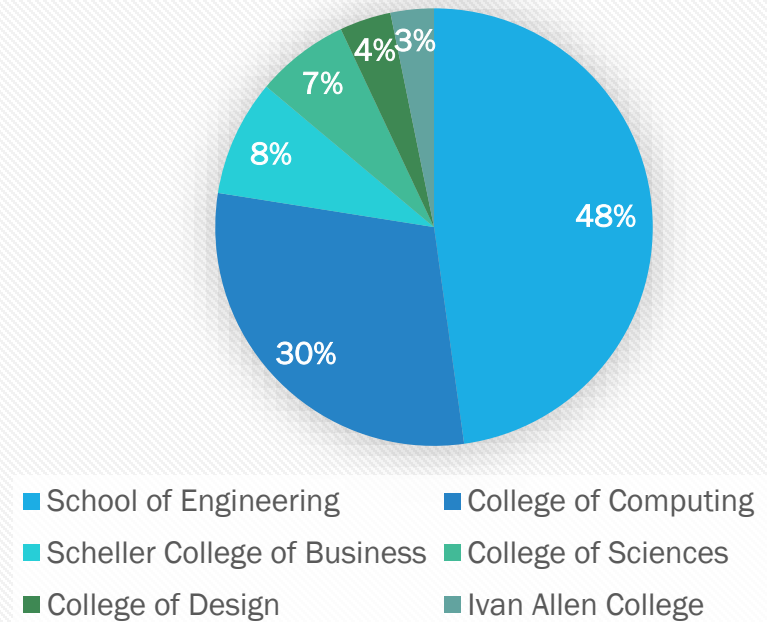
SAA-AMMPS WEBINAR JUNE 29, 2021



# GEORGIA TECH STUDENT STATISTICS

- Student population: 39,772 (Fall 2020)
  - 16,562 undergraduates
  - 23,210 postgraduates
- Very high research activity
- Public university

Total degrees conferred in 2020  
(2020 Georgia Tech Fact Book)



# GEORGIA TECH ARCHIVES COLLECTIONS

## Collection Strengths

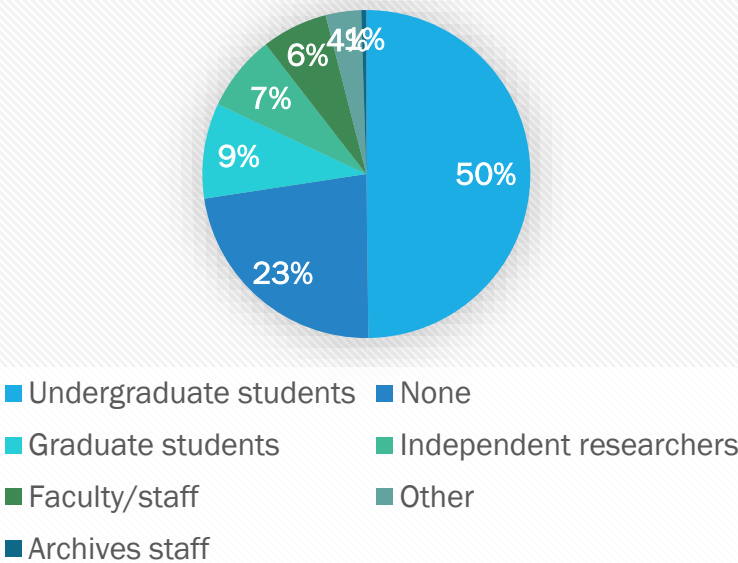
- University archives
- Special collections
  - Science fiction
  - Architecture
  - Textile industry records
- Rare books
- retroTECH
- SMARTech
- 12,000 linear feet of manuscripts and artifacts
- 32,000 books, serials, other publications

## Staffing

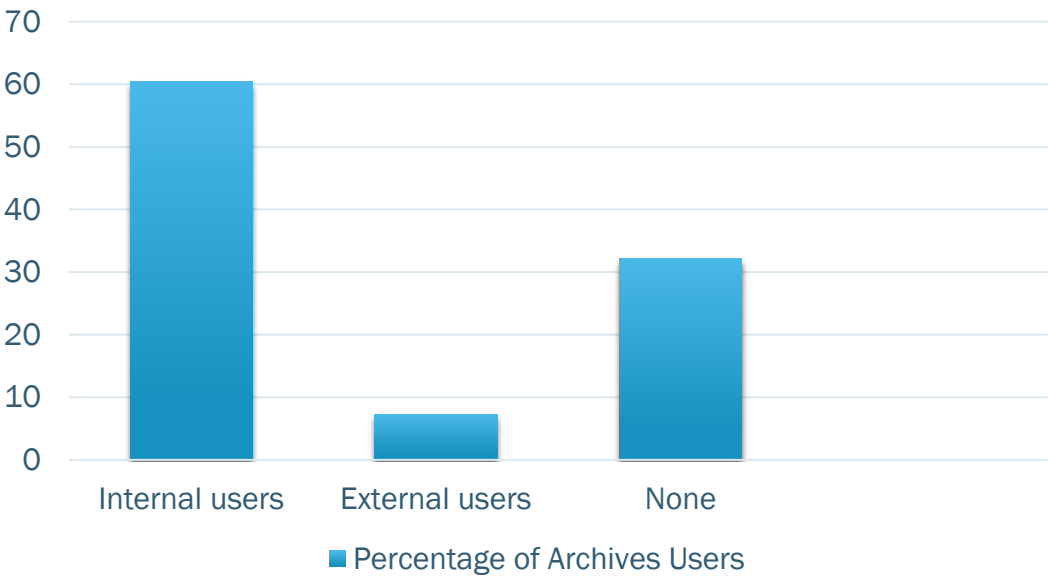
- Archives, Records Management, and Digital Curation
  - 3 archivists
  - 1 librarian
  - 4 staff
- Reading room
  - 2 archivists
  - 3 staff
  - 3 staff from library public services

# ARCHIVES USER DEMOGRAPHICS

User Affiliation (June 2019-June 2021)



Internal vs. External Users (June 2019-June 2021)





# WHY IMPLEMENT THE STANDARDS?

- Spring 2019 Timing
  - Moved into remodeled building with new centrally located reading room in January 2019
  - Recently revised reading room workflows and added public services interns
- Undergoing a reorganization and reprioritization of projects and services in department
- Existing need to share impact outside of the department





# IMPLEMENTATION PLAN

March 2019: Determining institutional priorities

- Reviewed the standards document and created a local document with recommended measures based on current tools
- Turned this document into an implementation plan with phases highlighted in green, yellow, and red to illustrate priorities
- Shared document with department



# PROPOSED IMPLEMENTATION TIMELINE

Phase I: All basic and some advanced measures for most domains

Phase III: Additional advanced measures related to time and question complexity



Phase II: Add reference transactions, basic online interactions, and selected advanced measures

# IMPLEMENTATION PROGRESS

- Phase I: Fall 2019
  - All goes according to plan
  - Minor inconsistencies from user error
- Phase II: Postponed in 2020
  - Disruptions from Covid-19 pandemic
  - New library dean and department merger
- Phase II: Spring 2021
  - Began tracking 2.0 Reference Transactions using Jira
    - Step by step procedures added to Confluence
    - Controlled vocabulary to track question method and question purpose
  - ILL requests



# TOOLS FOR DATA COLLECTION

## Aeon

- 1.0 User Demographics
- 3.0 Reading Room Visits
- 4.0 Collection Use
  - 6.0 Instruction & 7.0 Exhibits
  - 4.10 Reproduction Requests

## Confluence

- Workflows and documentation
- Wiki

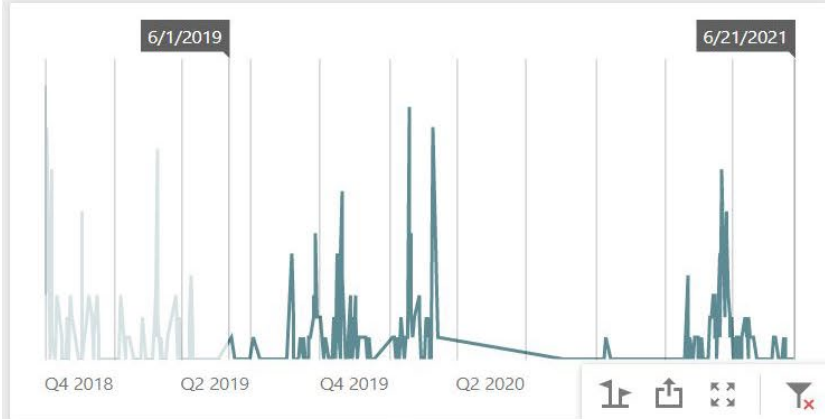
## Jira

- 2.0 Reference Transactions
- 6.0 Instruction
- 4.0 Collection Use
  - 4.10 Reproduction Requests & 4.12 ILL Requests

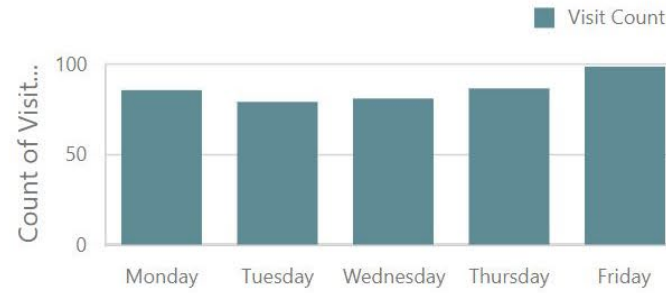
## Excel

- 7.0 Exhibits
- Local data points
- Controlled vocabulary
- Cumulative statistics and metrics

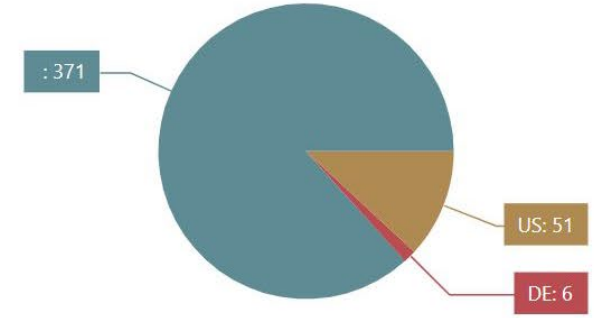
# Aeon Reading Room Analytics 6/1/2019 - 6/21/2021



Usage by Day of Week



Usage by Researcher Home State



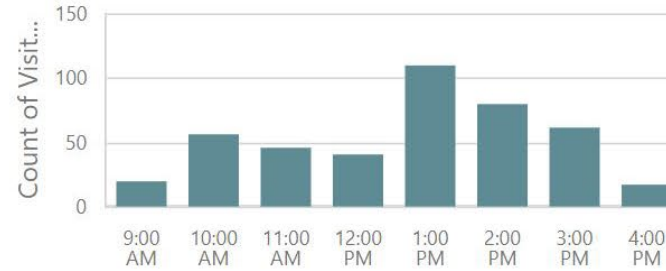
Reading Room



- ☒ (All)
- ☒ ArchivesReadingRoom

Visit Type	Count
First Visit	234
Return Visit	194
Sum = 428	

Usage by Check in Time



Average Visit in Minutes  
110

Total Visit Minutes  
47,158

# AEON

ATLAS BI

## Contact Archives and Records Management

! To request an Archives instruction session, please use our [Request Instruction Support](#) form.

Name: \*

Email: \*

Phone (Includes area code): \*

What are you contacting us about? (select all that apply) \*

- ☐ Research
- ☐ Reproductions
- ☐ Records Management
- ☐ Collections
- ☐ Donations
- ☐ Outreach, Events, and Partnerships
- ☐ Request Appointment
- ☐ Other...

Please give us a brief description of your research interest below. \*

Submit

# JIRA

## WEB CONTACT FORM

X

## QUEUES

Archives 10

↳ Reproduction Requests 2

↳ ILL Requests 0

RetroTECH 2

Video Recording 24

↳ Pending Permission 1

↳ Confirmed 15

↳ Permission Form 1

Records Management 11

↳ Transfer Request 10

↳ Retrieval Request 1

↳ Closed 116

Assigned to me 3

All open 47

Unassigned issues 3

Recently resolved 8

testing queue 382

I'm Watching 4

## Archives

<input type="checkbox"/>	Time to resolution ↑	T	Key	Status	Summary	Created	Reporter
<input type="checkbox"/>	-7mo	?	AS-1337	PENDING	Inquiry about Japanese Old Photograph(AL039)	2020/Dec/07	
<input type="checkbox"/>	-3mo	?	AS-1643	OPEN	Fw: Stolen paintings	2021/Mar/17	
<input type="checkbox"/>	-1mo	?	AS-1769	OPEN	Archives: Research collection	2021/Apr/30	
<input type="checkbox"/>	-1mo	?	AS-1801	WORK IN PROGRESS	Archives: Research	2021/May/12	
<input type="checkbox"/>	-1mo	?	AS-1829	OPEN	Archives: Donations	2021/May/24	
<input type="checkbox"/>	-3w 2d	?	AS-1849	PENDING	Re: Aeon New User Registration Notification	2021/May/30	
<input type="checkbox"/>	-2w 3d	?	AS-1855	REOPENED	Archives: Research	2021/Jun/02	
<input type="checkbox"/>	-2w 3d	?	AS-1860	PENDING	Archives: Research Reproductions	2021/Jun/04	
<input type="checkbox"/>	-2w 1d	?	AS-1865	PENDING	Archives: Research	2021/Jun/08	
<input type="checkbox"/>	4h 12m	?	AS-1883	WORK IN PROGRESS	Archives: Research	2021/Jun/24	

JIRA

ARCHIVES PROJECT PORTAL

Archives: Research

Return to queue

EditCommentAssignMorePendingBack to openMark as DoneShareExport

Details

Type:Customer SupportStatus:WORK IN PROGRESS(View Workflow)Priority:LowResolution:UnresolvedComponent/s:NoneLabels:AlumniPhoneReferenceUniversityArchivesLibrary Special Instructions:Called the archives reading room on 5/12/2021. He has the diploma of a student who graduated in 1892 and wants to find out info about the student: George Freeman, B.S. Mechanical Engineering, 1892.Additional questions:When was the first graduating class?Which class was the class of 1892? (1st, 2nd, 3rd, etc.)Name:Did not leave email and prefers to be contacted by telephone.Library Phone:GT Affiliation:No

Description

purpose  
Research  
name:  
email: alison.reynolds@library.gatech.edu

SLAs

-1moTime to resolution within 1d 8h1d 7hTime to first response within 1d 8h

People

Assignee:Reynolds, AlisonReporter:Reynolds, AlisonRequest participants:NoneOrganizations:NoneVotes:0Watchers:1 Stop watching this issue

Service Desk request

Request type:ArchivesCustomer status:Work in progressChannel:

JIRAJIRA TICKETS



REPORTER

INTERNAL

Called him back on 5/17/21. Very excited about the SAE connection - his father was in SAE and graduated from GT in the 1920s. Additional questions: How many people graduated in 1892? How many students were there at GT at the time? Gave him my office phone number and he indicated he may call back with additional questions.

▼  Reynolds, Alison added a comment - 2021/May/28 11:32 AM

REPORTER

INTERNAL

20 students graduated in 1892.

Freeman was from Savannah, GA. Address in Announcements is 15 Merritts Ave.

After graduation, he worked with the Baldwin Fertilizer Company in Savannah. By 1895-1896 he was Assistant to the Manager at Baldwin Fertilizer Co.

Forgot to see how many total students there were in 1892. Will check next week.

# JIRA

JIRA TICKETS



Click to add comment



## PAGE TREE

- › Introduction to Georgia Tech Special Collections and Archives
- › Acquisition
- › PADA (Preservation, Arrangement, Description)
- ▼ Discovery and Delivery of Collection
  - **Reading Room Procedures**
  - Jira Procedures
  - Reproduction Requests
  - ILL Transactions
  - Answering Reference Questions
  - Course-Integrated Instruction
  - Outreach and Events
  - Probably Delete: Remote Discover
- › Assessment
- › retroTECH
- Rover Instructions

## Reading Room Procedures

Created by Hagenmaier, Wendy L, last modified by Reynolds, Alison on Jan 25, 2021

- Reading Room Visitors
  - Tracking visitors who aren't viewing collections
  - Access to GTVisitor network
  - Meeting Non-GT affiliated researchers during pandemic
- Reading Room Assessment and Statistics
- Reading Room Reference Computers
- Routing User Requests in Aeon
- Processing deliveries from the LSC
- Serving Physical Collections to Users in the Reading Room
  - When researcher arrives to use item:
  - Returning archival items to the stacks:
- Procedures for Handling and Transportation of Archival Materials
  - Transportation within building
- Helping Users with the Facilities Database in the Reading Room
- Student Workers in the Reading Room
- Procedures for using the Two-Way Radios (Walkie Talkies)
- Procedures for rare books in vault (Crosland basement)
- Future: Reading Room Repository Access
- Future: Reading Room Emulation Access

### Reading Room Visitors

#### Tracking visitors who aren't viewing collections

Use this sheet to track exhibit viewers, non-reference questions, and non-users in the reading room.

[https://gtvault.sharepoint.com/:x/s/LLE/dept/archivesrecmgmt/Ee65hf3vkHdGjvAUjulaYecBCNS-ed\\_xQrxNHteF](https://gtvault.sharepoint.com/:x/s/LLE/dept/archivesrecmgmt/Ee65hf3vkHdGjvAUjulaYecBCNS-ed_xQrxNHteF)

#### Access to GTVisitor network

GTvisitor is a commercial network providing wired and wireless internet access to any campus visitor. GTvisitor is available at all wireless locations on the Atlanta and Savannah campuses, including the Georgia Tech Hotel partnership with Georgia Tech and the Georgia Tech Hotel and Conference Center

# CONFLUENCE

## DOCUMENTATION WIKI



2.4 Advanced Measure: Question Purpose		
Label	Use Definition	Label Type
ExternalEmail	Use for any email message received outside of Jira	Question method
Phone	Use for any questions received via telephone	Question method
InPerson	Use for questions received during a face to face encounter, including virtual consultations	Question method
ScienceFiction	Questions about the non-circulating science fiction collection	Subject
RareBooks	Questions about the rare books collection	Subject
Architecture	Questions about the architectural design collections	Subject
TextileIndustry	Questions about the textile industry collections	Subject
Textiles	Questions about textiles rather than the textile industry	Subject
SpecialCollections	Questions about special collections that do not fall into a specific collecting area	Subject
Sports	Questions about any of Georgia Tech's athletic teams or intramural sports, including coaches and players	Subject
CampusBuildings	Questions about any buildings on the Georgia Tech campus	Subject
StudentLife	Questions about students, student clubs and activities, and student traditions	Subject
Alumni	Questions about former GT students or collections from GT alumni	Subject
FacultyPapers	Questions about collections from or related to GT faculty	Subject
Academics	Questions about GT academic programs	Subject
InstitutePublications	Questions about Institute publications, like yearbooks, newspapers, and alumni magazines	Subject
UniversityArchives	Questions about the University Archives collections that do not fall under a specific category	Subject
Publications	Questions about publications in the Archives found in the library catalog that weren't published by GT	Subject
Donations	Questions about potential donations to archives and special collections	Question purpose
Reference	Questions about or requiring archival research	Question purpose
Reproduction	Questions about reproduction requests	Question purpose
ReadingRoomAppointment	Questions related to scheduling an appointment in the reading room	Question purpose
Citation	Questions related to citing archival collections	Question purpose

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## CHALLENGES

- Lack of consistency in using Aeon and Jira
- Time consuming to gather stats and metrics and update spreadsheets
- Lack of control over library-wide tools used for data collection
- Multiple tools that don't communicate well with each other





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## BENEFITS OF IMPLEMENTING STANDARDS

- Data-driven decision making
- Prioritizing collections for digitization
- Contributing to the library's impact report
- Contributing the library's ARL statistics report
- Contributing to the Institute strategic plan
- Showing impact and relevance during Covid shutdown
- Improves ability to communicate the impact of the Archives department and staff





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## **FUTURE DIRECTIONS**

- Count number of reproductions created
- Gather user demographics data from Jira and combine with Aeon
- Work with Public Programming Librarian to track archives-related events
- Discuss tools for collecting online usage data for forthcoming digital repository
- Upcoming move from Jira into ServiceNow

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**THANK YOU!**

[alison.reynolds@library.gatech.edu](mailto:alison.reynolds@library.gatech.edu)

